

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/05/2007
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 295079	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/18/2007
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NAME OF PROVIDER OR SUPPLIER

EVERGREEN MOUNTAINVIEW HEALTH

STREET ADDRESS, CITY, STATE, ZIP CODE

201 KOONTZ LANE
CARSON CITY, NV 89701

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F 000	<p>INITIAL COMMENTS</p> <p>This Statement of Deficiencies was generated as the result of three complaint investigations initiated at your facility on 5/15/07 and finalized on 5/18/07.</p> <p>The findings and conclusions of any investigation of the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.</p> <p>Complaint #NV00014983 was a facility reported injury of unknown origin. The injury was substantiated. No deficiency was cited based on the facility's actions.</p> <p>Complaint #NV00014957 alleged the facility failed to provide the necessary care. The complaint was unsubstantiated.</p> <p>Complaint #NV00014979 was a facility reported event of inadequate staffing. The complaint was substantiated. See F353.</p>	F 000	<p>DISCLAIMER CLAUSE</p> <p>PREPARATION AND/OR EXECUTION OF THIS PLAN OF CORRECTION DOES NOT CONSTITUTE THE PROVIDER'S ADMISSION OF OR AGREEMENT WITH THE FACTS ALLEGED OR CONCLUSIONS SET FORTH IN THE STATEMENT OF DEFICIENCIES. THE PLAN OF CORRECTION IS PREPARED AND/OR EXECUTED SOLELY BECAUSE IT IS REQUIRED BY THE PROVISIONS OF FEDERAL AND STATE LAW.</p> <p>RECEIVED</p> <p>JUN 19 2007</p> <p>BUREAU OF LICENSURE AND CERTIFICATION CARSON CITY, NEVADA</p>	
F 353 SS=D	<p>483.30(a) NURSING SERVICES - SUFFICIENT STAFF</p> <p>The facility must have sufficient nursing staff to provide nursing and related services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care.</p> <p>The facility must provide services by sufficient numbers of each of the following types of personnel on a 24-hour basis to provide nursing care to all residents in accordance with resident</p>	F 353	<p>Residents 6, 7 have stabilized blood sugars with no further effects from this incident. Resident 8 has ongoing seizure activity, but no apparent adverse effects from this incident. Resident 9's skin tear has healed completely with no complications.</p> <p>All residents on Station 3 were evaluated for negative outcomes from this incident. No negative outcomes were identified.</p>	5-1-07

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

RON PETERSEN
ADMINISTRATOR

(X6) DATE

6-19-07

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 353	<p>Continued From page 1</p> <p>care plans:</p> <p>Except when waived under paragraph (c) of this section, licensed nurses and other nursing personnel.</p> <p>Except when waived under paragraph (c) of this section, the facility must designate a licensed nurse to serve as a charge nurse on each tour of duty.</p> <p>This REQUIREMENT is not met as evidenced by: Based on medical record review, policy and procedure review, and interview it was determined that the facility failed to ensure adequate staff to provide the necessary care for 4 of 9 residents. (Residents #6, #7, #8 and #9)</p> <p>Findings include:</p> <p>On 5/15/07 at 9:45 AM an interview was conducted with the facility administrator. He stated that on 4/28/07 a licensed practical nurse (LPN) who was scheduled to work on Station Three called in sick for her day shift. LPN #2 was the resident care manager of Station Two and the nurse on call for 4/28/07. When asked what was the nurse on call's responsibility, the administrator stated that it was her responsibility to find coverage in the event staff called in sick for the shift. LPN #2 accepted the keys for Station Three and got report from LPN #3. LPN #2 spoke with the administrative manager on call on 4/28/07, telling her she would go between Station Two and Station Three. The administrator stated that LPN #2 accepted the assignment. He stated that at some time during the shift on 4/28/07, LPN #2 left</p>	F 353	<p>A job description will be written for the "On Call Nurse" which clearly defines the responsibility to ensure that all residents in the facility receive adequate care and that the facility is adequately staffed. The job description for the Resident Care Managers will be annotated to clearly define their responsibilities with regard to staffing also. Resident Care Managers will all sign their amended job description</p> <p>All nurses who accept the "On Call Nurse" assignment will sign the job description and receive education concerning the Staffing and coverage responsibilities included in this assignment.</p> <p>Administrator and DNS will be responsible for implementing job descriptions and monitoring to ensure adequate staffing in the facility.</p>		6-30-07

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F 353	<p>Continued From page 2</p> <p>a note in the director of nursing's (DON) mailbox stating that she would not be responsible for Station Three. LPN #2 did not cover Station Three. The administrator stated that both he and the DON were home all day on 4/28/07 and could have been called regarding the staffing concerns. When asked how long had the facility been using the nurse on call position, he stated that they had used it for several years. When asked if there had been any previous problems with the nurse on call, he stated that there had not been any other problems. When asked for the policy on covering a nurse calling off for a shift, he stated that there was not a policy for covering call offs.</p> <p>On 5/15/07 at 10:20 AM, an interview was done with the DON. The DON stated that on 4/28/07 she tried to call Station Two to speak with LPN #2 three times. She stated she then called Station One and left a message with the charge nurse on Station One to give the message to LPN #2 that she (LPN #2) would be covering both Station Two and Station Three that day to cover for the nurse who called in sick. The DON stated that there was an LPN and an agency LPN scheduled for Station One. Station Two was typically very light for medications and treatments, and that LPN #2 would cover both Station Two and Station Three. The DON stated that the day shift LPNs worked from 5:00 AM to 5:00 PM and the night LPNs worked from 5:00 PM until 5:00 AM. She stated that on 4/28/07, the night LPN #3 from Station Three stayed until 7:30 AM to do the morning blood sugar checks and to pass the early morning medications. She stated that LPN #3 had given report to LPN #2 and reminded her that there were two blood sugars that needed to be checked at noon. Review of the report sheet for 4/28/07 revealed that there were two residents on Station</p>	F 353			

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F 353	<p>Continued From page 3</p> <p>Three that had elevated AM blood sugars with a note that a blood sugar check was due at noon. The DON stated that she was home on 4/28/07 and would have been available to come in if she had known there was a problem with the staffing arrangements. She stated that she did not know that LPN #2 had not covered Station Three until she came into the facility on the evening of 4/29/07 and found a note dated 4/28/07 that LPN #2 had written and left in her mailbox.</p> <p>On 5/15/07 at 10:40 AM an interview was done with the administrative manager of the day for 4/28/07. The administrative manager of the day stated that she was in the facility on 4/28/07 from 7:00 AM until 2:00 PM. She stated that when she made initial rounds she was told by the LPN on Station One that there was no nurse on Station Three. She stated that LPN #2 had told her that she could find no one to cover Station Three and that she would go between Station Two and Station Three.</p> <p>On 5/17/07 at 1:45 PM an interview was done with LPN #1, the resident care manager for Station Three. She stated that she and the other LPNs that work on Station Three were not called on 4/28/07 to see if they would be willing to work. LPN #1 stated that any one of them would have been willing to come into work that day when they learned that there was no nurse to work on Station Three.</p> <p>Review of the facility census for 4/28/07 revealed that the total census was 128. Station One had 49 residents, Station Two had 38 residents, and Station Three had 41 residents.</p> <p>Resident #6: On 5/17/07 the medical record of</p>	F 353			

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F 353	<p>Continued From page 4</p> <p>Resident #6 was reviewed. Resident #6 was admitted to the facility on 8/29/05 with a re-admission date of 6/19/06 with the following diagnoses: chronic blood loss anemia, dysphagia, diabetes mellitus, hypercholesterolemia, aphasia, benign hypertension, vascular dementia, and renal and ureteral disorders. Review of Resident #6's medical record revealed for 4/28/07, no documentation that the blood sugar was checked at 11:00 AM and that his blood sugar at 5:30 PM was 438 (elevated). Review of the 5:30 PM blood sugars for the month of April for Resident #6 revealed a range of 87 to 438, with 384 being the next highest blood sugar. Review of the physician orders for Resident #6 revealed that there was insulin coverage to be given for a blood sugar of 401-550. Resident #6's 8:00 PM blood sugar was 101 (within normal limits).</p> <p>Resident #7: On 5/17/07 the medical record of Resident #7 was reviewed. Resident #7 was admitted to the facility on 12/19/06 with a re-admission date of 2/16/07 with the following diagnoses: cellulitis of the leg, depression, diabetes mellitus, diabetic retinopathy, diabetic neuropathy, malaise and fatigue, senile dementia, gastroparesis, esophageal reflux, benign prostate hypertrophy, and hypoglycemia. Review of Resident #7's medical record revealed no documentation that on 4/28/07 the 7:00 AM dose of Lantus insulin 10 units was given, the blood sugar was not documented as done at 11:00 AM, and the blood sugar for 5:30 PM was 400 (elevated). Review of the the 5:30 PM blood sugars for the month of April for Resident #7 revealed a range of 111 to 401. Review of the physician orders for Resident #7 revealed that there was insulin coverage for a blood sugar of</p>	F 353			

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F 353	<p>Continued From page 5</p> <p>351-400. Resident #7's 8:00 PM blood sugar was 199 (elevated).</p> <p>Resident #8: On 5/17/07 the medical record of Resident #8 was reviewed. Resident #8 was admitted to the facility on 5/10/07 with a re-admission date of 1/4/07 with the following diagnoses: convulsions, aphasia, transient mental disorder, senile delusion, atrial fibrillation, history of alcoholism, hypertension, and pancreatic disease. Review of Resident #8's medical record revealed that on 4/28/07 there was no documentation that he received Depakote 500 mg ordered for seizures and scheduled to be given at 8:00 AM and 2:00 PM. There was no documentation that he received Dilantin 300 mg ordered for convulsions and scheduled to be given at 8:00 AM. Review of the interdisciplinary progress notes for 4/28/07 at 5:15 PM documented that, "patient lying next to bed having seizure activity, speech very garbled, was given MSO4 (morphine) and Ativan as ordered. Seizure activity for 20 minutes." The following entry for 4/28/07 at 8:00 PM documented, "patient with focal seizure activity. Was given MSO4 and Ativan with good effect. Episode lasting 15 minutes."</p> <p>On 5/15/07 an interview was done with the DON regarding Resident #8's seizure activity. She stated that it was not unusual for Resident #8 to have these episodes. She stated that he did not lose consciousness and was talking during the events.</p> <p>Resident #9: On 5/17/07 at 2:20 PM certified nursing assistant (CNA) #3 was interviewed. When asked if she worked on Station Three on 4/28/07, she stated that she came in at 2:00 PM</p>	F 353			

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F 353	<p>Continued From page 6</p> <p>on 4/28/07. She said it was reported to her during CNA report that she should not be surprised that Resident #9 had a skin tear. She stated that after rounds she checked Resident #9 first. She stated that Resident #9 had dried blood on her leg and clothing from a skin tear on her leg. CNA#3 stated she went to Station 2 to ask LPN #2 for some ointment for Resident #9. She stated that LPN #2 handed her the ointment and dressings, but that she did not come to evaluate Resident #9's leg.</p> <p>On 5/17/07 at 2:25 PM CNA #4 was interviewed. When asked what shift she had worked on 4/28/07, she stated that she had worked the day shift, from 6 AM until 2 PM on Station Three. CNA #4 stated that the usual amount of CNAs were working the floor on 4/28/07 and they were busy doing their work. When asked did she see LPN #2 come to Station Three during her shift, CNA #4 stated she did not see her come to the floor personally, but that she heard that LPN #2 came to the floor to check on Resident #8 for seizure activity. Review of Resident #8's medical record interdisciplinary progress notes failed to reveal any entry by LPN #2 for 4/28/07. When asked if she was aware that the residents had not had their blood sugars checked or received their medications, she stated that she was not aware of that, but that she could tell the residents were acting like they did not get their medications. She stated that after working with the residents every day she was able to tell the difference in their behavior.</p>	F 353			

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